

# Strategic Plan

**Produced by the  
False Alarm Reduction Association (FARA)**

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**FARA**  
**Annual Report 2012**  
**Strategic Plan 2013**

**Intro**

**2012 Plan**

The False Alarm Reduction Association's (FARA) Strategic Plan for 2013 is designed to focus on committee work and reduce the amount of redundant review by the Board of Directors. Under the plan the board will focus on developing the strategic plan along with a budget to support it and monitoring progress in implementing the strategic plan.

**2012 Status**

Ongoing

**2013 Plan**

The False Alarm Reduction Association's (FARA) Strategic Plan for 2013 will continue with the 2012 plan that was designed to maximize the effectiveness of volunteer time. This plan was designed to place focus on committee work and reduce the amount of redundant review by the Board of Directors. This will allow the Board of Directors to focus on development, implementation and progress of FARA's Strategic Plan for 2013.

In 2013 the Board of Directors will continue to look for additional ways to increase contributions to the FARA Institute. As we proceed into our 17<sup>th</sup> year it is important for the Board of Directors to rededicate our commitment to FARA's Mission Statement. *It is the mission of the False Alarm Reduction Association (FARA) to provide a forum for local government alarm ordinance professionals to exchange information on successful alarm management programs, to serve as a clearinghouse for agencies seeking to reduce false alarms, and to foster an environment of cooperation among public safety, the alarm industry and the alarm user.*

**Awards Committee**

**2012 Plan**

Awards committee will gather nominations from the general membership and select the winners for Norma. C. Beaubien Public Safety Member of the Year and W. Rex Bell Associate Member of the Year Awards.

**2012 Status**

Awards were given at 2012 Symposium. Few Nominations are submitted. Articles in newsletters and appeals at meeting continue.

**2013 Plan**

Awards committee will gather nominations from the general membership and select the winners for Norma. C. Beaubien Public Safety Member of the Year and W. Rex Bell Associate Member of the Year Awards.

# Communications Committee

## 2012 Plan

The Communications Committee is responsible for developing and creating new publications and updating existing ones, publishing a monthly newsletter and handling all other communications related activities of the association.

- **Newsletter** - Editors will continue to work with reporters assigned by the board and each committee. They will solicit articles from the general membership, write their own articles of interest and seek out information/articles from other sources that would be of interest to the membership.
- **Bulletins** - Editors will continue to identify and create new bulletins designed to educate the public, the alarm industry and public safety on false alarm issues and reduction measures.
- **Manuals** - Editors will identify and create new manuals and guides that help to educate about the false alarm issue, administration, etc., which are not appropriate for one-page bulletins.
- **Ordinances** - Editors will identify and create, *if appropriate*, new model ordinances that regulate specific alarm types.

Editors for Bulletins, Manuals and Ordinances will continue to review the existing publications under their purview, which are up for triennial review, and will identify any changes required in technology or evolution of member opinion on the topic. Stylistic and formatting changes are not a priority. Revisions will be reviewed and approved by the full committee.

### New Publications:

1. **Standard for Reporting Zones:** Committee will monitor APCO/CSAA project and provide input or develop a supplemental document as appropriate.
2. **Community Outreach Guide:** Committee will complete work on this guide, which provides information to public safety, the alarm industry and the alarm user on ways they can open the lines of communication and educate about false alarms.
3. **How to Write a Standard Operating Procedure manual:** Committee will begin work on this initiative in 2012. The purpose of the SOP manual is to help FARU's create documents that will help with understanding the day-to-day requirements of the unit for any new staff.
4. **Alarm Administration Outsource Vendor Best Practices guide:** Committee will research to determine whether this guide should be a standalone item or should be incorporated into FARA's *Working with Third Party Administration Companies* manual.
5. **Other:** Committee will also solicit drafts for new documents from committee members, as well as other FARA members, and publish them as appropriate.

## 2012 Status

Five bulletins/brochures and seven Manuals/Guides were reviewed, revised and republished in 2012.

The following new documents were created in 2012;

1. Developing a Community Outreach Program - Guide
2. Patrol Officer Bulletin – Bulletin
3. False Alarms to Go – Restaurant False Alarm Reduction - Bulletin
4. Reduce Commercial Alarms – Improve your bottom line - Bulletin
5. Door to Door Sales – Beware of Potential Fraud - Bulletin

The Committee webpage, which houses the heart of the content of the communication committee meetings, was created and published.

Ongoing dialog and research on market trends; assessing the need for written documentation on current false alarm reduction issues.

In progress: The committee will continue to work on the following items;

1. **Standard for Reporting Zones:** Committee will monitor the APCO/CSAA PSAP project. Assessment of the APCO/CSAA endeavor may translate into a need to develop a standard for how zone information should be provided to the PSAP.
2. **How to Write a Standard Operating Procedure manual:** Committee will begin work on this

initiative in 2012. The purpose of the SOP manual is to help FARU's create documents that will help with understanding the day-to-day requirements of the unit for any new staff.

**3. Alarm Administration Outsource Vendor Best Practices guide:** The information gathering portion of this guide has been undertaken. Written guide to follow.

**Transferred Tasks:**

**Website** - The website was deemed its own entity and a new committee was created, independent of the communications committee.

### **2013 Plan**

The following is an overview of the changes which will move the Committee forward in an advantageous manner;

**INFOLINK**

- 2-3 Editors needed. We need editors (preferably two or more) to help the Editor (currently Lisa Espinosa) of the Infolink.
  - These additional editors will be responsible for getting content ideas and writing articles.
  - We could have rotating editors. Where someone would be responsible for writing articles each month. Everyone on the committee could commit to taking one month of the Infolink.

**WRITING ARTICLES FOR MAJOR PUBLICATIONS**

- 2-3 Editors to write articles for the National Publications.
- Target Industry & Organization/Association Magazines and Newsletters.
- Board to approve. Brad to send out approved articles; has a list of all the organizations / contacts.
- Pick a topic for publication, even one of our own publications highlighted, bulleted or summarized as an article.

**WRITING NEW FARA DOCUMENTS**

- 2-3 Editors needed for new FARA documents used by the membership.
- Ideas to be generated and brought forth by the entire committee and Board see above.

**REVIEWING FARA DOCUMENTS**

- 2 Editors needed to review & edit all documents up for annual review
- In 2013 – 36 documents are up for review as follows;
  - 18 Bulletins
  - 6 Manuals / Guides
  - 10 Brochures
  - 2 Model Ordinances

**CONTENT GENERATION – INFOLINK & OTHER PUBLICATIONS**

- Content and idea generation is what is currently needed for both the Infolink and for generating ideas for documents.
- Entire Committee needed to generate ideas and content.
  - FARA ASSISTANCE REQUESTS
    - Have the member who requests an assistance request write an article for the Infolink explaining/summarizing the answers they received to their question.
    - Retrieve the answers from the Assistance Request and write an article based on the answers.
    - Use the Assistance Request questions themselves as an idea for an article. or
    - Interview the Requestee regarding the Assistance Request and use the interview as the article.
  - FARA FORUM

- Utilizing the forums by taking ideas/topics raised in the forum for ideas for content on articles and publications.
- Need to employ Board Members and Committees/Committee Chairs to make better use of the forum as a communication tool amongst committees and the membership.
- Forums are a venue to exchange ideas and knowledge. People must use them to benefit from them.
- COMMITTEE CONTENT
  - Every committee needs to submit a monthly Infolink article to the Editor.
  - Have committee chair responsible for getting the article to the Editor or Brad for inclusion in the newsletter by the specific date requested each month.
  - If there is a lack of article ideas for the committee, the committee could recap what was accomplished in that month's teleconference. This might in turn generate interest in committee membership as it will let FARA members know what the committees are doing.
  - Committees to send any and all ideas, challenges or thoughts to the Communications Committee Chair that might generate a written topic of interest. This could be as easy as sending the agendas/minutes from committees to generate new ideas. Any ideas or challenges that come up in teleconferences.
- BOARD PARTICIPATION
  - Article ideas
  - Writing articles
- INDUSTRY ARTICLES AND NEWS
  - What's going on in the industry? Will it effect Public Safety? Should we know about it?
- LONGER DOCUMENTS AND MANUALS
  - Look at the longer documents and manuals FARA has published. Can these be broken down and used as ideas for smaller documents, bulletins and executive summaries.

Content and ideas to be shared with Patricia Killian to stock the FARA Facebook page.

## Conference Committee

### 2012 Plan

The Conference Committee has responsibility for the Symposiums and the FARA Institute.

Specific Objectives Include:

- Develop an agenda, create and establish educational seminars and workshops, select instructors, approve a registration packet, and determine activities involved with holding our 16th annual training symposium in Albuquerque, New Mexico in 2012.
- Submit a budget for the 2012 Symposium to the Board for approval.
- Continue to develop sponsorships for the FARA Institute that will maximize FARA members' ability to attend future symposiums.
- Reach out to members and prospective members to market the training symposium.
- Develop an agenda, create and establish educational seminars and workshops, select instructors, approve a registration packet, and determine activities involved with holding our 17th annual training symposium in Orlando, Florida in 2013.
- Submit a budget for the 2013 Symposium to the Board for approval.
- Recommend a site for 2014 to the Board of Directors in time for the Mid-year meeting in October of 2012.

### 2012 Status

Committee preparation and member participation led to another successful Symposium in Albuquerque in 2012. Forty eight people attended including 16 who received some reimbursement thru the FARA Institute.

Work is underway for the 2013 Symposium which will be co-located with the Southeast Electronic Security Conference in Orlando Florida. Classes are set and the packet has been posted on the website. Postcards have been mailed to current and past members to remind them to visit the site to get the packet.

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- Submit a budget for the 2013 Symposium to the Board for approval.
- Continue to develop sponsorships for the FARA Institute that will maximize FARA members' ability to attend future symposiums.
- Reach out to members and prospective members to market the training symposium.
- Develop an agenda, create and establish educational seminars and workshops, select instructors, approve a registration packet, and determine activities involved with holding our 18th annual training symposium in Baltimore, MD in 2014.
- Submit a budget for the 2013 Symposium to the Board for approval.
- Recommend a site for 2015 to the Board of Directors in time for the Mid-year meeting in October of 2013.

## Fire Committee

### 2012 Plan

The Fire committee will develop and implement initiatives to reduce the huge numbers of false fire alarms and the cost to municipalities to respond to those false alarms.

- Identify ways to expand the number of agencies managing fire alarms that join FARA.
- Liaison with fire groups.
- Review member needs for publications to support agencies that regular false fire alarms.
- Create additional information bulletins geared towards end users.
- Review and revise the model fire alarm ordinance

### 2012 Status

The Fire Committee has been dissolved and efforts have been transferred to the other FARA Committees. For example: Membership will recruit, Communications will create fire related documents and Conference will incorporate fire into appropriate sessions.

### 2013 Plan

- See above

## Membership Committee

### 2012 Plan

The Membership Committee is responsible for recruiting and retaining members.

Specific objectives include:

- **Recruiting**
  - Create incentives for new members to join.
  - Create programs to recognize and reward members that recruit members.

- Develop and revise materials/methods to recruit new members.
- **Retention**
  - Continue phone campaign to contact all previously expired members in an attempt to retain and regain membership.
  - Continue contact with existing members to:
    - increase attendance at annual symposium
    - encourage renewals
    - identify member needs
  - Continue Mentoring program

### 2012 Status

The membership committee continues to concentrate its efforts on retention and recruitment.

#### Accomplishments:

#### In Progress:

- Outreach campaign to contact those who didn't renew their membership.
- Mentoring program for new members.
- Contributing articles to Infolink newsletter.
- Involvement with the website to update and maintain membership committee area.

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## Training and Certification Committee

### 2012 Plan

The Training and Certification Committee is responsible for the development, enhancement, coordination and implementation of all FARA training programs.

Listed are a few of the future goals or projects the committee plans to work on in the next six months.

- Find additional ways to promote the exam.
- Review any new documents for exam objectives.
- Develop training courses from FARA material for online delivery.
- Develop Alarm User Awareness material for online delivery.

### 2012 Status

Sherry Couey from City of Fayetteville, NC Police Department was appointed as the new Chair at the 2012 Albuquerque Symposium. As current Chair, it gives me great pleasure to report to the FARA Board and Members, the latest accomplishments of the Training and Certification Committee. However it would be most appropriate to express extreme gratitude to those members who have actively participated in these achievements and completed goals. I, especially would like to thank Kerri McDonald, who stepped down



as Chair at the 2012 Symposium to take on the dubious honor of FARA President as elected. Kerri has excelled in making the transition as smooth as possible.

A major focus this year for the committee has been the continued effort of promoting and evaluating the Professional Certification Exam as needed. Earlier in 2012, the "Steps to Prepare for the CAM" was featured in the FARA e-newsletter to help prepare those prospective candidates taking the exam at the 2012 Training Symposium. This feature was also presented as a promotional campaign for CAM certification as a viable option for all members.

It was decided early on with the resignation of the Chair of the Professional Exam Subcommittee, that this subcommittee would be disbanded. It was also decided that qualified members by the Training and Certification Committee would undertake updates for the exam as needed.

The promotion of the Professional Certification Exam continues with the ongoing feature of Certified Alarm Managers in the newsletter. Positive response from various attendees for the "CAM Spotlight" was noted at the 2012 FARA Training Symposium. This led to the inclusion of this promotional feature on the FARA Facebook page, where those selected members can be seen by a vast social media audience.

Progress continues on the committee's goal of an online Professional Certification Exam and discussion has begun in regards to format and testing when production becomes available.

The committee also continued last year's goals of converting FARA publications to PowerPoint presentations in line with developing additional Elite CEU courses. Members undertook this task with fantastic results. Now available on the FARA website are presentations based on the following FARA publications: "FARA Tips for Businesses," "FARA Tips for Residences," "FARA Tips for Banks," "FARA Tips for Places of Worship" and "FARA Tips for Schools." Other presentations have been developed for the FARA website and are pending board approval. This includes the presentation "Password vs. Passcode." It will be the goal of the Committee to review bulletins and tips for future development for web presentations available to FARA members.

In regards to available training materials already available, the Committee also felt it was important to start another promotion campaign. Once the committee has reviewed these materials to insure current relevance to today's practices, these presentations will also be promoted in the FARA newsletter and Facebook page, much like the CAM Spotlight and Featured Bulletins. This promotion will include members' experiences to expand awareness to those individuals who are new to FARA and to those who have not realized the benefits of these materials.

### **2013 Plan**

As one can see, the Training and Certification Committee has accomplished quite a bit in the past year. We are also looking forward to much more in the near future. Goals, per committee member input, for the upcoming 2013 year are as follows:

- Completion of the online Professional Certification Exam for Alarm Managers.
- To continue development of PowerPoint presentations based on FARA bulletins and documents, in line with the Elite CEU series.
- Promotion of existing online training presentations upon review of materials, which will be updated as needed.
- Review of "Tips" publications and "Regional Training" materials in 2013 with updates as needed.

In closing, I would like to reiterate how grateful I am to have such a supportive and hardworking group who are committed to putting forth quality material for all FARA members. I would also like to ask all of you in FARA to continue to let us know what your training needs are so we can continue in our quest to keep this association as one the best of its kind out there.



## Website Committee

### 2012 Plan

The website committee is responsible for fine tuning the initial debut of the new website. We are also in charge of the ongoing maintenance and upkeep of the content on [www.faraonline.org](http://www.faraonline.org).

- Ensure the new website is operating smoothly and flawlessly.
- Confirm & aid in getting all active FARA members registered on the website
- Incorporate the FARA Forum. FARA Forum is the interactive piece of the website that can link all FARA members together in real time.
- Establish Committee pages. Each Committee will orchestrate their own page; Content and graphics to be overseen by the website committee representative and the committee chair.
- Creation and continual update of a website calendar to include committee meetings dates and times, symposium updates and other relevant FARA events.

### 2012 Status

2012 was a busy year for the website committee as they reviewed all aspects of the new website [www.faraonline.org](http://www.faraonline.org). The committee met weekly for months, fine tuning every page, resolving issues, and learning about website management. The pace has slowed, but the website committee continues to meet monthly to discuss problems, review decisions, and conduct training. The committee was able to achieve each of the goals in the strategic plan except for the calendar function.

### 2013 Plan

The website committee is responsible for maintaining the website [www.faraonline.org](http://www.faraonline.org) and keeping the content current. Moving into 2013, the website group will accomplish the following items:

- Ensure operation of the website and troubleshoot issues as they arise.
- Encourage use of the website and its resources.
- Assist committees in the creation and maintenance of their pages. Each committee will create their own pages utilizing the guidelines created by the website committee. The website committee representative and committee chair will oversee the content and graphics to assure a professional look.
- Finalize agreement with webmaster for approval by the Board.
- Expand website to include training and testing module.
- Create and update the website calendar to include committee meetings, symposiums, and other FARA events.

## 2012 Annual Report - General Items

### 2012 General Membership Meeting

President Miller thanked everyone for their membership and their support. She also thanked the FARA board for their team work and their efforts throughout the year.

Miller thanked all committee members for their hard work. They are all professionals and dedicated members not only to their own positions, but to FARA. She mentioned that committees have done an amazing amount of work and it is all volunteer.

Our new website is not just a website, but a database and communication tool. We received 20 requests for assistance, and all have been answered.

The FARA Institute has been successful due to the support of our sponsors. She asked that each member try to get a least one sponsor. She then thanked each FARA Institute sponsor and the speakers that helped with this year's symposium.

This year Elections were held for FARA Director and Officer positions. Results were as follows:

- President - **Kerri McDonald**, Riverside Police Department, Riverside, CA
- Vice President-Fire - **Amy Lowe**, Lynchburg Emergency Communication Center, Lynchburg, VA
- Treasurer - **Steve Heggemann**, Baltimore County Police Department, Towson, MD
- Associate Director-Fire - **Mary Galloway**, Alarm Association Of Florida, Casselberry, FL
- Associate Director-Vendor - **Rick Moore**, CryWolf- Public Safety Corp., Waldorf, MD

### Member Assistance

The FARA Assistance Request provides a mechanism to reach the entire FARA membership with one simple e-mail and is an excellent way to ask the entire membership a question and receive e-mail responses from those with experience on a particular issue. Over the past year, FARA sent out numerous Assistance Requests on various issues including:

- Louisville KY Needs an Alarm Technician Letter
- Membership Committee Needs Your Input
- Louisville KY has Questions on Outsourcing
- EnablePoint Looking for the "Average Alarm Permit Fee"
- Public Education – How Is Your Jurisdiction Involved?
- Washington County Sheriff's Office Will Require Alarm Companies to Provide the Alarm Permit # at the Time of the Dispatch Request - as of October 1st
- Who Requires the Alarm Company to Register for the User?
- Wichita Has Questions About Responding to Sites with Unpaid Fees
- Lexington-Fayette Has Questions About Alarm Permitting Alarms For Victims Of Domestic Violence
- Sioux Falls Will Implement New Ordinance in 2013 – Get ready now!
- Loudoun County Sheriff's Office Has Questions On Account Security
- Palm Bay PD Has Questions On Registration Renewals

Additionally, monthly Assistance Requests were issued asking for input on the reliability of alarm companies seeking IQ Certification.

Assistance Requests continue to be an excellent membership benefit. They provide an excellent tool for members to poll hundreds of alarm management staff (in public safety, the alarm industry and at the alarm user level) all at one time.

### FARA Institute

FARA recognized that the economic uncertainty was making it more difficult for public safety to receive approval to attend the annual international training symposiums. Because of that uncertainty, FARA developed the FARA Institute, which was designed to make it possible for public safety members to receive reimbursement funds to attend in-person training symposiums. The basis of the program includes seeking contributions to fund the program, recognizing donors with various perks throughout the year, including thank you letters, recognition at the training symposium and in the InfoLink and via press releases to the trades, etc. We are incredibly grateful to all of our FARA Institute Sponsors, without whom we would never have been successful in holding our Symposium in Albuquerque.

The Board of Directors would like to thank the following FARA Institute contributors:

- National Electronic Security Alliance (NESA)
- Texas Burglar & Fire Alarm Association (TBFAA)
- California Alarm Association (CAA)
- Canadian Security Association (CANASA)
- Maryland Burglar & Fire Alarm Association (MDBFAA)
- Monitronics Security
- Vector Security, Inc.

- IE Alarm Systems

### **16th Annual FARA Training Symposium Held**

The False Alarm Reduction Association held its annual international training symposium in Albuquerque, NM from May 1 through 3, 2012. As usual, the participation by all attendees was outstanding, and at the end of the week, everyone went home with new ideas to help reduce false alarms. There was wonderful networking, new friends were made, old friends reconnected and feedback on Symposium by attendees was excellent!

The FARA Board of Directors, on behalf of the entire FARA membership, extends a huge thank you to all of our event sponsors, who so generously contributed to the success of the FARA Training Symposium. These sponsors/sponsorships are *in addition* to the FARA Institute donations.

- Devcon Security Services - Thursday Awards Luncheon Sponsor
- Vector Security - Wednesday Lunch Sponsor
- Alarm Association of Florida (AAF) - Tuesday Lunch Sponsor
- National Electronic Security Alliance (NESA) - Speaker Sponsor – Scott Goldfine
- Bold Technologies- Speaker Sponsor - William Hopgood

### **Awards**

#### **Norma C Beaubien Public Safety Member of the Year Award for 2012**

The recipients of the Norma C. Beaubien Public Safety Award for 2102 are two very deserving FARA members. The honors went to Debbie Hansen, Naperville Police Department, Illinois and Amy Lowe, Lynchburg Emergency Communications Center, Virginia.

#### **Debbie Hansen- Naperville Police Department**

Debbie has done an outstanding job as Membership Chair, where she has implemented a program to contact new members, assign mentors and follow-up with members who have not renewed. Additionally, Debbie has instructed classes at previous symposiums. Debbie has also been an active participant on FARA's Board of Directors serving as vice president.

#### **Amy Lowe- Lynchburg Emergency Communication Center**

Amy has chaired the Certification Subcommittee, where she coordinated the revision of CAM Exam. She actively promotes the certification program and has brought attention to the program at many symposiums in addition to teaching a variety of classes at FARA's symposiums. She currently serves as Vice President on FARA's Board of Directors and is active on the Fire Committee.

#### **W. Rex Bell Associate Member of the Year Award for 2012**

The W. Rex Bell Associate Member of the Year Award was presented to outstanding members for their contributions to FARA, their companies and the communities they serve. The honors went to Joe Carr, United Central Control, and Cindy Smith, Checkpoint Systems, Inc.

#### **Joe Carr- United Central Control**

Joe Co-Chairs the Conference Committee and was an active member of the Committee before taking the Co-chair role. He has sought sponsorships and worked to build alliances with industry groups. He has also taught a variety of classes at Symposiums.

#### **Cindy Smith - Checkpoint Systems, Inc.**

Cindy is active on Communications Committee where she has worked on several documents, including coordinating the COP guide. She is also active on Web site Committee and serves on the Training Committee where she has helped to edit several presentations and developed a PowerPoint to train alarm users.

#### **False Alarm Reduction Association Achievement Award**

FARA created False Alarm Reduction Achievement Awards to recognize public safety and alarm industry

professionals who either have a false alarm reduction program that has shown meaningful or significant reductions over a three to five year period or that has shown a significant or meaningful contribution towards the FARA mission. The attendees at the training symposium received all nominations and then selected the nominees they believed were most deserving. Attendees had an excellent array of nominees from which to choose from this year. Three awards were bestowed at this year's symposium.

### **Montgomery County Police Department, Maryland**

Montgomery County boasts the lowest reported dispatch rate for a large metropolitan area anywhere in the country. Through 2011, the residential dispatch rate was .15, commercial dispatch rate was .72, and the combined dispatch rate was .21. In 2011 alone, Montgomery County saved \$1,385,000 in wasted resources, recovered 9,233 hours of police patrol time and recouped the equivalent of almost 9 police work years. The False Alarm Reduction Section collected \$1,128,875 in 2011 in fees and maintains a collection rate of 93.7% of all monies billed. False alarms to which police officers respond have been reduced by almost 70%. Even after almost 30 years, the Montgomery County false alarm reduction program continues to reduce false alarms. This reflects an unprecedented success and shows that false alarm reduction can be achieved over the long-haul with a well-written alarm ordinance, a department that supports the efforts and a dedicated False Alarm Reduction Section staff.

### **Alarm Industry False Alarm Reduction Achievement Award**

Shellie S. Reid, the Alarm Administrator for the Loudoun County Sheriff's Office False Alarm Reduction Unit, nominated Vector for their efforts in that county. She explained that her unit has direct access to people who can get things done. With other companies, my staff is shuffled around endlessly, wasting valuable time and expending energy on situations that quite often won't get resolved. She also cited Vector's dispatch rate of 0.16 for 2011, their commitment to following the county ordinance and their involvement in the Mid Atlantic Chapter of FARA.

### **FARA Achievement Award**

Tammy Foxworthy currently chairs the Conference Committee and has coordinated much of what we saw at the symposium this year. She is a long term member before assuming the chair. As a committee member she coordinated the auction and raffles at the San Antonio Symposium.